

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

Whatever action you choose, the information will become an important part of the BAR's records. The BAR may also choose to independently investigate any acts of fraud noted during the inspections.

If you have had collision repairs to your vehicle that meet the criteria, it is in everyone's best interest for you to have your vehicle checked out as part of the BAR's Auto Body Inspection Program. The final results will benefit all consumers.

**Call the BAR
now toll free at:
1 (866) 799-3811**

California Department of Consumer Affairs
Bureau of Automotive Repair
10240 Systems Parkway
Sacramento, CA 95827



**Had Your
Car Repaired
After an
Accident?**



**Time to get
a
*free***

**AUTO BODY
INSPECTION**

Free Inspection Program Available

You've had an accident and had your car repaired. But how do you know the repairs were done right?

If you're a California consumer, you can find out by getting a free auto body inspection from experts at the California Department of Consumer Affairs' Bureau of Automotive Repair (BAR).

Why are inspections necessary?

Most consumers are not aware that auto body repairs performed on their vehicles could be substandard or that they may not have received the parts and repairs they or their insurance company paid for. That's because most collision repair deficiencies are hidden and you can't see them by looking at the outside of the vehicle. If these deficiencies remain undetected, they can reduce the structural integrity of your vehicle and potentially put you

at risk in the unfortunate event of a future accident.

While most auto body repair shops are run by honest, hard-working people, consumer protection is the Department of Consumer Affairs' (DCA) and the BAR's highest priority. Auto body repairs can be very complex, and understanding all the necessary parts and labor that go into fixing collision damages can be confusing. The Auto Body Inspection Program is a valuable tool that can provide added protection and education for California motorists who are involved in automobile accidents.

How does the inspection program work?

It's simple. The BAR's auto body inspectors check your vehicle to determine whether the auto body repairs were performed properly and in accordance with the repairs listed on the invoice.

How do I participate?

Have a copy of the auto body repair invoice listing the repairs performed ready, and call the BAR's toll free number at 1(866) 799-3811 to schedule an appointment. On the scheduled date, a BAR inspector will come to your home or office to inspect your vehicle. That's it! Call now! The inspection is free!

What happens next?

If BAR inspectors find no discrepancies, they'll document the result and thank you for your participation. If inspectors find problems with the repair, you'll have the option of:

- Having the inspector open a complaint that will be investigated by a BAR field representative.
- Contacting your insurance company for a follow-up with the BAR.
- Choosing not to pursue the issue.

